



## ***Guidance Document***

**PRC-GD-SH-40211**

# **Peer Safety Observation Program – Workers Observing Workers (WOW)**

**Revision 1, Change 0**

**Published: 05/06/10  
Effective: 05/06/10**

**Project: CH2M HILL Plateau Remediation Company  
Topic: Occupational Safety & Health**

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<b>Administrative Use</b>
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Effective Date: 05/06/10

**CHANGE SUMMARY****AJHA:** N/A**HRB Date:** N/A**Periodic Review Due Date:****Validation Date:** N/A**Rev.1, Chg. 0 PR#:** PRC-50018**USQ Screen Number:** Exempt**Description of Change**

Rev. 1-0:

General changes throughout, to represent results of the pilot project experiences at W&FMP; and worker reviews at D&D and PFP.

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### 1.0 INTRODUCTION

#### 1.1 Purpose

The purpose of this document is to provide guidance for the CH2M HILL Plateau Remediation Company (CHPRC) Team to implement and conduct the Peer Safety Observation Program – Workers Observing Workers (WOW).

The program is management-supported and employee-driven to promote continuous improvement toward a safer work environment. Through work observations and feedback, the program will reinforce good work behaviors, identify and mitigate at-risk behaviors, and analyze the data collected to identify successes and target areas for safety improvement.

- The program will be conducted on a no-name, no-blame basis.
- Elements of the program will be simple and easy to use.
- Positive behaviors will be commended. At-risk behaviors will be identified to mitigate hazards to personnel.
- Personnel will be encouraged to participate.
- Training will be provided to ensure that observations are non-confrontational and are a positive experience for the personnel involved.
- Information collected from the observation program will be used to:
  - a. provide feedback to personnel,
  - b. analyze patterns of behaviors, and
  - c. target areas for safety improvement campaigns.

#### 1.2 Scope

This guidance document applies to CHPRC employees, subcontractors, and employees from other Prime Contractors supporting CHPRC work scope. This President's Zero Accident Council/Employee Zero Accident Council (PZAC/EZAC) program is based on the performance of safety observations and is conducted on a voluntary basis..

### 2.0 TRAINING

Training will be completed before performing safety observations.

- Course #600020 is for employees who want to participate as a Safety Observer, Facilitator, Administrator, or Data Entry Representative.
- Course #600102 is an additional class that must be completed by employees who want to qualify to teach Course #600020
- Employees shall be briefed on the concepts of the program.

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### 3.0 RESPONSIBILITIES

**NOTE:** *An employee may serve in multiple roles of Facilitator, Program Administrator and/or Data Entry Representative.*

- **Management** - Management is responsible to support Program operation, through their EZAC, and encourage participation.
- **Facilitator** - A Facilitator is a facility-specific employee who serves as an advisor to the safety observation process and is responsible to:
  - Provide assistance and mentoring to the Observer by responding to specific inquiries, feedback, or needs identified in performing safety observations for the Project / Organization.
  - Coordinate the performance of SCHEDULED observations, to include collection and retrieval of Observation Cards for data entry.
  - Review the content of completed Observation Cards for completeness and anonymity.
  - Report to the Employee Zero Accident Council (EZAC).
- **Program Administrator** - A Program Administrator is responsible, under a SCHEDULED observation, to plan and coordinate the task, time and location for observations.
- **Data Entry Representative** - The data entry person is an employee who is responsible to review observation cards for completeness and enter the results into a common database for information retention and retrieval.
- **Observer** - An Observer is an employee who volunteers to visually observe work activity and document such observations using an Observation Card.
- **Observee** - An Observee (in general, deemed to be "the workforce") participates in the Program by being observed. An Observee may provide feedback and input into the Program to improve future performance.

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### 4.0 PROCESS

There are two types of observations. The SCHEDULED Observation is one that is pre-planned into a work task; the NON-SCHEDULED Observation is one that is self-acted upon, on-the-spot, and is typically not formally planned in advance.

#### 4.1 Scheduled Safety Observation

1. Organizations should attempt to schedule completion of a safety observation once a month, at a minimum.
2. Plan and perform the safety observation.

**NOTE:** *Requests for Observers should be issued one week in advance to aid the Project/Organization in scheduling availability of personnel resources.*

##### a. Program Administrator

- Identify planned work tasks that are available to be observed.
- Solicit Observer(s) for performing the observation(s).
- Confirm that the Observer(s) have been trained, and can be released to participate.
- Plan for when, where, and for how long the observation session will be scheduled.
- Notify the Facilitator, and the work task First Line Manager (FLM) or Point of Contact (POC) responsible for the work to be observed.

##### 4.1.1.1 Facilitator

- Preview the work activity with the Observer(s).
- Notify the Observer(s) of the identity of the FLM or POC.
- Ensure that the Observer(s) that they have received instruction on the appropriate PPE and training to access the location(s) to be visited.
- Inform the Observer(s) of the time and location scheduled for the pre-job meeting, so the Observer(s) can attend.
- Provide Observation Card(s) to the Observer(s).

**NOTE:** *In order to maximize the effectiveness of the observation, at least one Observer should be familiar with the work activity scope and hazards.*

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### 4.1.1.2 Observer(s)

- Attend the pre-job briefing, pre-work walkdown, or pre-work discussion, as applicable.
- Where possible, inform personnel in the area that you are conducting a safety observation (This can be done by communicating your intentions to the FLM or POC).
- Advise employees who are being observed that *no name & no blame* is a criteria of the Safety Observation Program.
- Focus on behavior and actions while the employees perform a task or activity in the workplace.
- In providing direct feedback during an observation, engage the employee(s) in conversation without startling, distracting or surprising the employee to avoid creating a potential for accident. Discuss observed safe behaviors and provide positive feedback.
- If an at-risk work practice is observed, engage the employee(s) in a constructive dialogue that results in a common understanding and recognition of what was observed and opportunities for improvement.
- Report identified safety issues and hazards to the FLM or POC.
- Use the Safety Issue and Ideas Process or Condition Reporting and Resolution System (CRRS), when necessary.

### 4.1.2 Post Observation Activity

1. Document the Safety Observation results on an Observation Card.
2. Submit the completed Observation Card(s) to the Facilitator.

**NOTE:** *Observer review and feedback may occur in a group setting where more than one SCHEDULED safety observation concludes on the same day, or may occur on a one-on-one basis (such as should occur for a NON-SCHEDULED observation).*

3. Observer(s) convene with the Facilitator for a post-observation review to address questions and provide feedback.
4. The Data Entry Person reviews the card for completeness and enters results into a database.
5. Facilitator works with their respective EZAC to communicate the safety observation data with the workforce, at least monthly.
6. EZAC identifies positive trends and recurring problems, and acts accordingly.

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**4.2 Non-Scheduled Safety Observation**

**NOTE 1:** *Organizations should encourage the performance of frequent safety observations.*

**NOTE 2:** *Wherever possible, the Observer(s) should interact with the Observee(s) to acknowledge and reinforce the behaviors observed.*

**4.2.1 Plan and perform the Safety Observation, as follows:**

1. Select a work task or activity to observe.
2. Obtain Observation Card(s) from Facilitator.
3. Document observations on the Observation Card.
4. Submit the completed Observation Card to Facilitator for review.

**5.0 SOURCES**

**5.1 Requirements**

None

**5.2 References**

Course No. 6000020, Observer Training

**6.0 APPENDIXES**

Appendix A, WOW Process Flow



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## Appendix A - WOW Process Flow

